



Business Plan

2018-2019



The Law
Society

Making Connections

Social media is a powerful tool to help build and maintain connections throughout the world. We use Twitter, LinkedIn, Facebook, YouTube and other channels to keep you instantly up to date on our activities, events, and lobbying, and allow you to communicate with us, quickly and easily.

Primary social media channels



The Law Society



@TheLawSociety



The Law Society of
England and Wales



The Law Society

Your professional body – changing to reflect a changing profession

Foreword

Our profession and the environment we operate in is changing, so we are changing the support we give to the profession and our individual members.

The Law Society is run by and for our members. We exist to be the voice of solicitors, to drive excellence in the profession and to safeguard the rule of law.

We work to support a valued profession delivering the highest quality legal services in the public interest and advancing the rule of law.

We've heard from members that you want to know more about what we're doing for the profession and our future plans. We hope this business plan summary will help.

This plan sets out how your professional body will work to support the profession as a whole and help our individual members in preparing for and dealing with change.

What we do:

For our profession – promoting the solicitor profession and influencing the legal and regulatory environment we work in.

For you – Being your informed source of news in the sector, supporting your practice excellence and being a companion at every stage in your career.

You can see more on our website www.lawsociety.org.uk or by following us on social media.

Christina Blacklaws
President

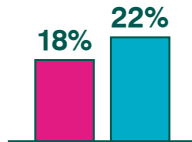


Our profession has changed in the last 10 years

- Growth of the profession – **Up 30% since 2007**



- More outside private practice – **up from 18 - 22% in 10 years**



- Greatest growth in **business to business**



- **Less in** conveyancing, welfare, personal injury and consumer
- In house – **growth**

More change is coming for the profession...

- **Increased use of tech**, especially in process driven areas
- Outsourcing to **technologically adept suppliers**
- Tech putting the **role of solicitors at risk** in facilitating transactions and reducing employment in the sector
- **Competition and regulation** – market reform such as price transparency, technology and new ownership models will increase competition



And for the wider economy...

- Uncertainty over **Brexit**
- Changes to London's position as a **global financial centre**
- Political agenda **driving down funding** for the justice system and increasing technology use



How the profession needs to change

- Anticipating and planning for the change that is coming
- Developing future leaders with communication, change management, influencing and people management skills
- Focusing on work that cannot be outsourced or automated
- Staying resilient

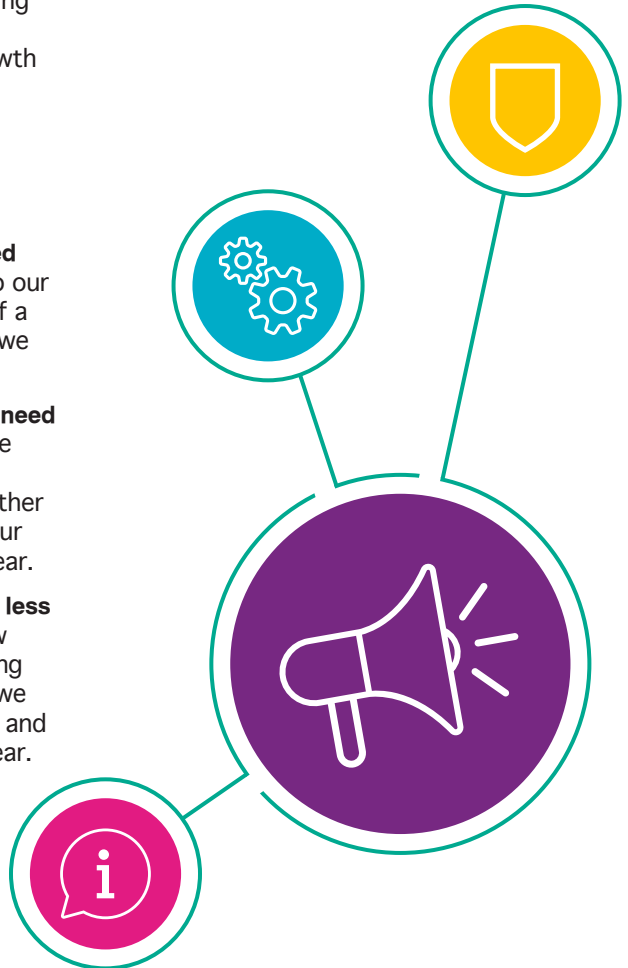
How the Law Society is responding: our five-year plan

- We will measure our impact through improved satisfaction and greater efficiency.
- We will achieve this by enhancing member value through organisational efficiencies, growth and developing our people.

In 2018-19 we will be:

Improving how we serve you

- **Making the information you need easier to find.** Improvements to our website are the continuation of a complete overhaul of the way we serve you digitally by 2022.
- **Showing you more of what you need and less of what you don't.** More targeted communication is the continuation of our work to gather and use data to better serve our diverse membership year on year.
- **Asking you the same questions less often.** Starting to roll out a new long-term approach to managing and using your data will mean we will get smarter at anticipating and meeting your needs year on year.



Influencing the issues that matter most to our profession

- **Protecting the profession and the public** by being an active voice as further changes to regulation are proposed.
- **Building our competitive position** as a global legal centre by influencing the government's negotiating position on leaving the EU and our future trade deal.
- **Protecting access to justice** by continuing to highlight the impact of LASPO on the most vulnerable in our society and the profession that serves them.
- **Ensuring the core tenets of civil justice are maintained**, not eroded and protecting our members' ability to serve their clients by influencing key reforms.
- **Highlighting the importance of our courts system** in access to justice while changes are planned and made to the technological and physical infrastructure.
- **Increasing gender equality in the profession** through our Women in Leadership in Law programme, which includes round tables, reports and an international symposium.
- **Preparing for the future** with our programme to influence the use of legal technology to the benefit of the profession and the rule of law, including our public policy commission on technology and the law commission.
- **Supporting a positive outcome for Wales** and the profession from proposals for a separate jurisdiction for Wales (2021-25) by being the voice of the profession as plans are developed.
- **Retaining proportionate anti-money laundering regulations** by influencing any proposals for change.
- **Responding to threats to legal professional privilege as they arise** to protect the unique role of our profession.

Promoting our profession

- **Raising the profile of our profession** as honest and honourable, approachable and accessible, experts in our field, client focused, delivering value to clients and adding value to society. We'll do this through our ongoing media, social media and advertising campaigns.
- **Protecting and enhancing the international reputation of England and Wales as a global legal centre.** We'll do this through international work to protect and open up markets and by creating and disseminating promotional materials connecting to the government's Britain is Great campaign.



Improving what we offer you

- **Helping you develop personally and professionally** by offering more learning and development, including on line career coaching, face-to-face clinics for new members and peer mentoring for returners.
- **Ensuring you can meet your legal obligations** and deal with changing requirements on issues like data protection, ethics, AML, equality and diversity and cyber security through in-depth and bite-sized training.
- **Helping you improve and demonstrate your compliance and quality** by developing a compliance qualification and by implementing our quality assurance framework for our accreditations.
- **Supporting you to improve diversity** within your business and the profession by reviewing our Diversity and Inclusion charter.
- **Helping you consider how to take advantage of technology** by developing partnerships and resources for members.
- **Equipping you with tools to deal with change** by offering support as regulatory reforms are implemented through new practice notes and events.

Find out more..

<http://www.lawsociety.org.uk/about-us/Law-Society-membership/>

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INVESTORS
IN PEOPLE

Accredited
Until 2019



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